



INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT

We make Indiana a cleaner, healthier place to live.

Frank O'Bannon
Governor

Lori F. Kaplan
Commissioner

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Re: 2001 Compliance and Technical Assistance Program Update

Dear EQSC Member:

Pursuant to IC 13-28-3-3, the Indiana Department of Environmental Management's (IDEM) Office of Pollution Prevention and Technical Assistance (OPPTA) is happy to provide you an update on the Compliance and Technical Assistance Program (CTAP) activities in 2001. The information in the report is representative of activities conducted from January through the end of September of this year.

In order to identify trends in customer needs, standardize responses and increase internal efficiencies CTAP activities are now being tracked through the use of a newly developed confidential assistance data management system. After staff training on proper use of the database, CTAP staff members are now entering all compliance and technical assistance efforts into the secured database.

Our assistance efforts include workshops, site visits, telephone assistance, IDEM program area referrals, email and in-person (office) visits as well as development of various compliance tools and materials.

The information provided by the new data system will make reporting CTAP efforts more efficient and act as a tool to better direct future agency outreach and compliance efforts. Also, IDEM's confidential compliance assistance providers will now have access to a database containing answers to a multitude of compliance questions and their respective answers – which will grow on a daily basis.

If you have any questions regarding this update or the CTAP program, please contact Mr. Marc Hancock at (800) 988-7901 ext. 3-6663 or (317) 233-6663.

Sincerely,

Jim Mahern, Assistant Commissioner
Office of Pollution Prevention
and Technical Assistance

Enclosures